

# AN ACTIVE RETIREMENT, A SUCCESSFUL RETIREMENT

Angers

Age-Friendly City since 07-2012  
Angers (49)

## OBJECTIVES

Favour an active retirement and a good life path. Give sense to retirement and tools for your own ageing. Reinforce the volunteering and civic engagement. Increase the number of volunteers and supporting and orientate them better.

## PRACTICAL DETAILS

Organise information sessions to prepare an active retirement. Present the forms of engagement. Make an appointment with the retirees willing to involve in order to orientate them towards a project corresponding to their needs. Establish a follow-up and a support with different volunteers.



## AN ATTENTIVE AND ENGAGED CCAS

The City of Angers, through the communal welfare action centre (CCAS), has created a large network of volunteers who involve in solidarity and in the life of districts every day. It has been noticed that the passing from employment to retirement is a source of questioning and doubting about your place and function in society. A lot of newly retirees want to involve in a project which will enable them to keep in touch with the working population. That is to answer to this demand that the CCAS of Angers put into practice a plan called "an active retirement, a successful retirement".

## TIMES TO EXCHANGE AND PREPARE TO INVOLVEMENT

In the frame of this plan, the Social Life and Help to Caregivers Service of the CCAS of Angers offers meetings to inform and discover the actions of involvement. The CCAS communicates about these meeting via the newspapers "Living in Angers" and "Along the Maine".

Every first Friday of the month, a morning information session is organised about the leisure offers, the different actions of the CCAS, but also about the possibilities of the volunteering involvement. If the retirees are willing to get involved, they are welcomed to the second Friday meeting during which the "Friday, I get involved" is organised.

This is a morning during which professionals of the CCAS are present and available to orientate the retired volunteers towards an action corresponding to them according to the free time they have, their wish and their projects. It is also a time to develop collective projects, to begin to act concretely. At that time, retirees, willing to get involved in a project, can meet professionals and volunteers in capacity to answer their questions about this involvement.

## WELL PREPARED VOLUNTEERS

After these meetings, an individual appointment is made with a professional in order to orientate the retiree to actions which match the best with his or her motivations, availability and skills. For retirees who choose to get involved, different manners to volunteer are possible: rather punctual volunteering, volunteering in a regular project or proximity volunteering (helping in the district area).

According to their areas of interest and their free time, the retirees can get involved with the CCAS or partners (associations or bodies) which asked for it. But it is essential that a project justifies this demand. The CCAS is not a provider of volunteers.



### A STRONG NETWORK OF PARTNERS

Today, there are about sixty partners: schools, solidarity associations, ones linked to the ageing, etc. Their fields of action are diverse: supporting the more fragile, visiting isolated people at home, solidarity transport, punctual help, support to social animators, knowledge transmission (by tales, solidarity guidance, school support), mutual support, humanitarian actions, culture, leisure, etc.

### A REGULAR FOLLOW-UP AND SUPPORT

Throughout the involvement process, the retiree is followed up and a reorientation is possible at any time. The CCAS puts into action a plan of support with meetings and training throughout the year. The offer of trainings covers lots of areas: first-aid training, training to information, relaxing, reading aloud. These trainings are organised by the CCAS but are carried out by exterior companies. Added to these trainings, important events are organised during the year. At the beginning of it, there is "Involving together" which helps to unite people together and maintain the dynamic of the volunteering involvement and the involvement of the partners but which is also a time to gather and highlight the involvement. The second event is the solidarities return (at the beginning of school year) which helps to encourage the solidarity initiatives.

### A POSITIVE RECORD AND PERSPECTIVES

This network of volunteers of the CCAS functions pretty well. Today, there are 430 volunteers and each year, 40 extra retirees get involved in volunteering actions. Moreover, this action has succeeded to address to a heterogeneous panel of retirees. Indeed, the youngest of them are 55 years old and the oldest are 90 and more.

The success of this project is linked to the fact that a good support exists and a true follow up of the volunteers is set up during their involvement. Moreover, the CCAS is always ready to adjust its offer according to the priorities of society. A lot of projects are in preparation in the goal to think about how they can support the ageing, help the more fragile people and fight against the isolation of the elderly.



# THE AGE-OBSERVATORY: TOGETHER TO IMPROVING THE CITY



DIJON

Age-friendly city since 06-2009  
Dijon (21)

## OBJECTIVES

Get a fresh perspective on the city. Encourage the role of proximity ambassador in order to increase Elders' sense of belonging to their city. Come up with new ideas for the Major of the city.

## PRACTICAL DETAILS

Identify the objectives of the participatory body. Define the composition of committees. Suggest regular meetings around chosen thematic.

**Cost:** included in department's functioning



## ALLOW PEOPLE TO SPEEK ABOUT THEIR LIFE IN THE CITY

When Dijon became Dijon Age-friendly city (DI-VAA), the city decided to create a specific body to support and highlight the participatory aspects of the approach. This body objective was to allow a joint reflection and coordinate emerging good ideas from both Dijon's residents and professionals working together with municipality. Participants must, therefore, have the opportunity to give their views, suggest concrete projects and contribute to their efficient implementation. The launch of the Age-observatory took place on the 13th of September 2012, a year after the beginning of the reflection, on presence of Michèle Delaunay, Minister responsible for seniors' issues.

## FRESH PERSPECTIVE

The Major quickly expressed his wishes to see the creation of various committees within the Age-observatory. The aim is get all city residents, elected officials, professionals and researchers involved. The Age-observatory is composed of five committees.

The first one is a resident committee, without distinction on the grounds of age. They have been recruited by a call for application published in the city newspapers, on

Internet, and mail personally addressed to the 300 Dijon's residents who were involved at the participatory workshops. 20 members and alternate members were drawn among candidates. Elders got the opportunity to express themselves as citizen expert within the participatory body. One's roles and place are genuinely fair, without hierarchy in committees' organisation. Mixing ages is also very interesting. It allows complementary position instead of opposing one's demands and expectations.

The second committee is composed of seven elected officials from several delegations. They are directly appointed by the Major. The cross disciplinary of these elected officials' delegations was essential to Dijon city: elderly people as well as city animation, traffic, participatory democracy. The fact that elected officials are fully part of this scheme illustrates a result-driven commitment. It will also ensure the concrete completion of a number of projects.

The third committee is composed of five representatives of Pensioners' Association, leisure associations for seniors living in Dijon, trade union for pensioners, association committed to ageing and the retired and old people departmental committee (CODERPA).



The fourth one is composed of five institutional officials. This committee provides concrete evidence that the municipality is willing to implement a common policy across the territory, in agreement with partners' actions.

Finally, the fifth committee is composed of ten experts, both professionals and academics. They provide a complementary perspective on the city and projects to be carried out.



## MAKE THE AGE-OBSERVATORY ALIVE

At the beginning, members of the observatory get together at a plenary session. This has been the occasion to disseminate the results of the territorial diagnostic study done by the city. It allows all Observatory members to start working with a clear view and knowledge of Dijon context.

Subsequently, each committee met in order to create an executive bureau. Its aim was to make the link between the Observatory and the municipality. Members choose the priority axis. Topics could be of two types: they could be linked to one of the four major axis defined by the city major or they could be related to the topics which required a rapid change. Three working groups have been formed: Transport & mobility, social involvement and leisure, information and communication.

At Dijon, the OPAD has been appointed to lead the first Age-Observatory term. This constitutes a strong symbol. The senior's leisure non-profit organization of Dijon was indeed appearing in the four axis initiated by the Major. At the time its mission was to promote active citizenship of the retired from Dijon. The management of a device such as the Age-Observatory must take into account several constraints. In

the first instance, the diversity of the actors should be considered (different areas of interest, theoretical perception or different practice for all the actors...). Challenges should be considered on a long term basis, on public interest and not according private interest. This is possible thanks to the project management methodology.

## ACHIEVEMENTS WHICH GIVE MEANING

1 An outcome of this cross-fertilization is the implementation of collaborative projects such as the implementation of a new guide for seniors or the opening of the seniors' coffee shop at the week-end for example. Age-observatory members are mainly aware to have changed the city altogether. It could be seen when they had to explain what their role was to the press and to students. The Observatory allow them to understand the approach and to become their own. They became real ambassadors of Dijon Age-friendly city.

The first term of the Age Observatory ended in October 2014. By the end of October 2014, the city council renewed the Age-Observatory by deliberation. The next term will evolved on several points according to the feedbacks. As an example, within the committee of residents, 5 positions will be reserved to residents from the previous term. The number of elected officials will increase to better represent the various topics. Finally, the Age-Observatory is now open to representatives of municipality services and of the urban district in order to allow a more regular follow up of the dynamic DIVAA !



# IN GRENOBLE, CITIZENS AND INHABITANTS THROUGHOUT YOUR LIFE



Grenoble  
Age-friendly city since 06-2016  
Grenoble (38)

## OBJECTIVES

Reinvent the local democracy in order to reinforce the power of action of the citizens of Grenoble. Give a place to the democratic debate thanks to the implementation of new tools dedicated to civic participation.

## PRACTICAL DETAILS

For the participative budget: collect the ideas of the citizens. Organise a day of exchanges between inhabitants (the hive) to pre-select the projects to study. Organise a debate to present and select the projects. Study the technical, juridical and financial feasibility of the projects. Vote to choose the projects which will be realised next year.

Cost: 22 000€ and a person working at full time + 800 000€ of investment budget to realise this project.

For the civic questioning plan: register the petitions, collect signatures.

Present the petition to the municipal council.

Cost: 28 500€ and a person working at full time + 17 200€ for the week of the vote.



## A CITY WILLING TO DEVELOP THE CIVIC PARTICIPATION

The objective of the City of Grenoble is to develop a democratic spirit in all the fields of local politics: consultation about the future school of the district, information about the local budget, school information published online, organisation of a consultation about the cultural policies, development project of the Esplanade, planting flowers in public spaces. The city wants to associate the inhabitants to the decision making in order to lead to a civic activation policy over the long term and to follow up the most disengaged people towards a progressive re-entering political life. The associative structures are a good way to do so. That is why Grenoble acts to create places for information, training and debates which can be found under the form of civic participation bodies (Independent Citizens Councils, users committees) or mechanisms which enable the inhabitants to influence local policies (participative budgets, initiative funds, right of civic questioning and

voting). Two tools developed by the Social and Civic Life Department will be presented here: the participative budget and the civic questioning plan. Their goals are to reinforce the citizenship of the inhabitants of Grenoble by putting them again at the heart of the life of the city and of the public policies with the will to build a city for everybody.

## NEW METHODS ALSO ADOPTED BY THE ELDERLY

Even if the new methods are addressed to all the inhabitants of Grenoble from the age of 16, including people of foreign origin, people aged 55 and more seized this opportunity and found their place as any other inhabitant. Indeed, Grenoble is attentive to the fact that ageing people can find their place in the public space along with other generations, in particular by offering facilities and equipment for everybody. This is an essential factor which shows that older people do not hesitate to seize the opportunities given by Grenoble to influence local political life.

Their objective is also addressed to elderly and coincides with the spirit of the Age-Friendly Cities and Communities process in Grenoble. Since the beginning, the city made the choice to carry this process at a city level in order to put forward the citizenship of the elderly. Indeed, citizenship should stay a right throughout your life independently of the problems that could happen to you when you grow older. Older people play an essential role in the animation of the local social life; in particular concerning the associative structures, as their involvement in associations or districts union show it. The involvement of older inhabitants of Grenoble in these projects shows that it is possible to grow old happily in Grenoble and that elderly want to be source of proposals and reflections.



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2<sup>e</sup> édition

PROPOSEZ VOTRE PROJET DANS LE CADRE DU BUDGET PARTICIPATIF

## A PARTICIPATIVE BUDGET TO BUILD THE CITY OF TOMORROW

Each year, the participative budget enables the inhabitants to decide what to do with a piece of the investment budget of the city. The citizens have the power to imagine projects for their city and then choose which ones would be realised. Each of them can suggest a project of public interest on the participative platform or at the House of the Inhabitants (MDH). Then, he or she will defend this project during the “Hive of projects”. During this assembly opened to everybody, citizens exchange, discuss and select the best projects. After studying their feasibility and after a technical consolidation by the services of the city, each project is submitted to the vote of the inhabitants. It is possible to vote during six days in different places across the city. The projects collecting the more numerous votes will be implemented the following year. Grenoble has spread a large communication about this plan in order to reach a maximum of people throughout a platform on its website (Grenoble.fr), communication campaigns linked with the register of the projects of the “Hive of projects”, poster campaign, postcards, radio spots, screen in public transport, articles in local press. During the campaign period, the city also organised an exhibition presenting the projects selected in the city hall and MDH.

## A MECHANISM TO BE ACTOR IN THE CITY

The mechanism of civic questioning and voting enables to inject direct democracy in local life. Concretely, it gives the possibility to the inhabitants over 16 and to the associations whose head quarter is in Grenoble to make the municipal action evolve via the launching of a petition. To launch a petition, several criteria must be present:

- 1) Its subject must entering the skills of the city
- 2) It must be legal
- 3) Its formulation has to take form which enables it to be submitted for approval later.

The spreading of each petition is the responsibility of its leader. When a petition reaches the 2000 signatures, it is discussed during a municipal council meeting. The petition can be directly adopted by the municipal council or be submitted to the voting in the frame of civic voting organised each year. Before the voting, the city creates different places of debate on its website, at the local television and via written press. After that, ten polling booths are set up throughout the city and open during six days. If the proposal submitted to voting collects 20 000 majority votes, the city engages to follow the result of the vote. Because of the innovative and experimental character of this mechanism, a year of reflection in partnership with Science Po Grenoble has been necessary to imagine a viable and pertinent procedure according to the political objectives of the city.

These initiatives show the attention given by the city of Grenoble to the fact that these “classic” mechanisms, that is to say non-specifically addressed to older people, are accessible to all the inhabitants, including the elderly.



10 au 15 octobre 2016  
Une semaine pour voter

PÉTITIONS CITOYENNES  
BUDGET PARTICIPATIF

Plus d'infos :  
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10 LIEUX DE VOTE DANS TOUTE LA VILLE  
OUVERT À TOUS LES GRENOBLOIS DÈS 16 ANS



INTERPELLATION  
ET VOTATION  
CITOYENNE

# SENIORS VOLUNTEER MISSION

## OBJECTIVES

Favour the volunteer commitment among the seniors. Enable to develop the social link between the generations thanks to common projects. Engage a civic project with structures willing to develop solidarity or intergenerational projects. Encourage mutual respect between generations.

## PRACTICAL DETAILS

Search partners. Create projects from common and complementary objectives. Orientate senior volunteers according to their centres of interest and to their demands. Organize events to highlight the actions.



## THE BIRTH OF AN INNOVATIVE PROJECT TO FAVOUR THE EXCHANGES AND THE SOLIDARITY BETWEEN GENERATIONS

In the city of Le Havre, it has been noticed that a lot of retirees wanted to be useful but faced difficulties to enter in relation with organisations. So an animator from the communal welfare action centre (CCAS) has been put in charge of developing and following partnerships but also of exchanging with retirees willing to engage in volunteering.

The retirees have been received individually by an animator of the "Seniors Volunteer Mission" at the CCAS. If their profile is accepted, the retirees are oriented towards different partners in order to find a place within a project and among a public who corresponds to them (children, older people, solidarity ...). The CCAS is also responsible for the needs of the volunteer. It is not here to cover a lack of professionals but to support them.

## THE AREAS OF THE ACTIONS

Within the mission at the CCAS, volunteers are implied in different areas.

First, the "Parrain Lecteur" is a disposal to help junior pupils in their learning of reading, offered by seniors after school. The volunteers' objective is to reinforce the reading skills of the children and above all, to make them discover the pleasure of reading. This disposal has been put into practice in 2011. Now, sixteen volunteers intervene in four schools. The volunteers have a status of occasional collaborators. Each term, they have the possibility to receive training by the referents of the Junior Reading of the libraries of Le Havre in order to complete the pedagogic documents received by each school.

An individual school support in children houses, linked with the Social Help to Children, has been initiated since 1985. This partnership began with "Nature" trips on the theme of the discovery of the environment where young people and seniors established true exchanges.

In partnership with a children house, fifteen volunteers make a regular monitoring of a variety of young people: from those in 1st grade to those who are over 18 and of foreign nationality. Their role is to support them for their homework (on literary, scientific or cultural subjects) or in their everyday life: learning French, cultural fulfilment, discovery of the city, etc. Meeting in pairs are ideal to create links between young and seniors and to contribute to the fulfilment of each of them in society. In order to monitor the effects of this disposal, consultation meetings are organised each term with all the volunteers, the pedagogic team, the director of the house, the psychologist, the teachers and the animator of the CCAs. These meetings are a privileged time to exchange about the young's situation and to inquire about news and life of the association. These meetings are also essential to remind the objectives and missions of each, partners and volunteers.

The volunteers can also choose to get involved in a support mission in early childhood. Created in 2001, this project is based on exchange



and the meeting between the child and the volunteer. The objective is to spend a time together to exchange and to share happiness. Eighteen volunteers are present on thirteen structures. They intervene each week, according to the life rhythm of the children: reading, playing, eating, and going out. The seniors convey great-parents points of reference and contribute like that to the early learning of children.

Since 2005, Volunteering Solidarity functions thanks to a twentyish of retired volunteers who get involved in solidarity missions with the local bodies, local groceries, associative life service, food shops, charitable associations and associations fighting against the isolation of the elderly. The seniors are oriented by the CCAS towards the associations which need help. They establish together the following-up and the different forms of partnership.

Since 2006, the CCAS of the City of Le Havre supports the Monalisa local cooperation: National Mobilisation Against the Isolation of the Elderly. The technical committee is composed of associations and diverse services, committees, welcoming structures, etc, acting for the fight against the isolation of the elderly. It enables to put in relation a lot of actions of fighting against the isolation in different districts. Its objective is to offer the training partners, to welcome and orientate new volunteers and spread the communication in the cities across punctual actions.

The Senior Volunteer Mission is an action which concerns the seniors as actors and the different professional teams as collaborators. The role of each of them is defined by several documents: Volunteering Charter, Agreement, Internal Rules, Guide... adapted to the partners. These documents have been created collectively by the CCAS, the volunteers and the partners.

## THE FACTORS OF SUCCESS

To make this mission possible, coordination and involvement of several stakeholders are needed: the CCAS of Le Have, the National Education, the Services of the City, the Children Houses and diverse associations.

To make the Senior Volunteer Mission known of more people, the CCAS use the written and audio press by which testimonies are presented during strong events of the City (Blue Week, Spring of Families, Christmas Operation, and inscription time to senior activities ...).

The Senior Volunteer Mission evolves regularly. Certain volunteers quit the disposals and others join all along the year. A loyalty of these volunteers has been noticed even if they had to adapt to some changes: referents within the educative team quitting or arriving, school reforms. Volunteers are grateful in their everyday life. They often meet the brothers and sisters of the children they follow up and even the family in order to create social links during the missions but also outside of them. Often, these links persist when the mission is finished. In December 2006, there were 85 volunteers for the different actions.

